Single Item Measure

Question 26

Survey respondents were asked:

"In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?"

Note:

This question was answered by people who indicated they had been to a doctor's office or clinic at least once in the first 6 months of 1998.

Q26 Office staff at doctor's office were helpful (N=3,360)

Premera Blue Cross	57%	29%	14%
Community Health Plan of Washington	51%	30%	19%
CUP	47%	35%	18%
Group Health Cooperative	55%	33%	13%
Kaiser Foundation Health Plan	46%	38%	16%
Kitsap Physicians Service	60%	29%	12%
Northwest Medical Bureau	55%	34%	11%
Aetna US Healthcare	53%	31%	16%
QualMed Health Plan	55%	29%	16%
Regence BlueShield	52%	31%	17%
MCO Avg	53%	32%	15%
□Always	s □Usually	□Som	etimes/Never

Single Item Measure

Question 27

Survey respondents were asked:

"In the last 6 months, how often did doctors or other health providers <u>listen</u> <u>carefully to you?"</u>

Note:

This question was answered by people who indicated they had been to a doctor's office or clinic at least once in the first 6 months of 1998.

Q27 Doctors listened carefully to you (N=3,363)

Premera Blue Cross	56%	27%	17%
Community Health Plan of Washington	56%	28%	16%
CUP	53%	27%	20%
Group Health Cooperative	55%	27%	18%
Kaiser Foundation Health Plan	45%	34%	21%
Kitsap Physicians Service	57%	28%	15%
Northwest Medical Bureau	62%	21%	17%
Aetna US Healthcare	57%	26%	16%
QualMed Health Plan	58%	24%	17%
Regence BlueShield	56%	27%	17%
MCO Avg	55%	27%	18%
□Always	s □Usually	□Son	netimes/Neve

Single Item Measure

Question 29

Survey respondents were asked:

"In the last 6 months, how often did doctors or other health providers <u>explained</u> things in a way you could understand?"

Note:

This question was answered by people who indicated they had been to a doctor's office or clinic at least once in the first 6 months of 1998.

Q29 Doctors explained things in a way you could understand (N=3,360)

Premera Blue Cross	63%	23%	14%
Community Health Plan of Washington	62%	24%	14%
CUP	59%	25%	16%
Group Health Cooperative	63%	25%	13%
Kaiser Foundation Health Plan	58%	28%	13%
Kitsap Physicians Service	62%	27%	12%
Northwest Medical Bureau	63%	23%	14%
Aetna US Healthcare	63%	24%	14%
QualMed Health Plan	63%	22%	15%
Regence BlueShield	59%	26%	16%
MCO Avg	61%	25%	14%
□Always	usually	□Som	etimes/Never

Single Item Measure

Question 30

Survey respondents were asked:

"In the last 6 months, how often did doctors or other health providers show respect for what you had to say?"

Note:

This question was answered by people who indicated they had been to a doctor's office or clinic at least once in the first 6 months of 1998.

Q30 Doctors showed respect for what you had to say (N=3,356)

Premera Blue Cross	57%	30%	14%
Community Health Plan of Washington	60%	30%	11%
CUP	51%	31%	17%
Group Health Cooperative	56%	31%	13%
Kaiser Foundation Health Plan	49%	33%	18%
Kitsap Physicians Service	59%	26%	16%
Northwest Medical Bureau	61%	23%	14%
Aetna US Healthcare	58%	29%	13%
QualMed Health Plan	59%	25%	16%
Regence BlueShield	55%	29%	16%
MCO Avg	56%	29%	15%
□Always	usually	□Som	etimes/Never

Single Item Measure

Question 31

Survey respondents were asked:

"In the last 6 months, how often did doctors or other health providers <u>spend</u> enough time with you?"

Note:

This question was answered by people who indicated they had been to a doctor's office or clinic at least once in the first 6 months of 1998.

Q31 Doctors spent enough time with you (N=3,360)

Premera Blue Cross	45%	34%	21%	
Community Health Plan of Washington	47%	31%	22%	
CUP	43%	31%	26%	
Group Health Cooperative	47%	34%	20%	
Kaiser Foundation Health Plan	38%	38%	24%	
Kitsap Physicians Service	47%	35%	18%	
Northwest Medical Bureau	50%	27%	23%	
Aetna US Healthcare	46%	34%	20%	
QualMed Health Plan	51%	27%	22%	
Regence BlueShield	44%	34%	22%	
MCO Avg	46%	33%	22%	
□Always	s □Usually	, □S	ometimes/N	lever